DHS.gov Customer Satisfaction Survey

Time Period: 03/01/2020- 03/31/2020

Overall Customer Satisfaction Score			78.9
How would you rate your overall experience today?			74.4
Answer Choices	Responses	Points	Sco
• Outstanding	730	100	7300
Above Average Average	240 197	75 50	1800
Below Average	65	25	162
• Poor	144	0	
Total Control of the	1376		10247
What Information were you looking for today?			
Answer Choices	F	Responses	Percentag
Contact information Contracting opportunities		188 165	21.10 18.52
Cybersecurity		96	10.77
Forms or publications		11	1.23
Jobs / career information		402	45.12
Training otal	-	29 891	3.25
Vere you able to complete the purpose of your visit?			73.8
Inswer Choices	Responses	Points	Sco
• Yes	1016	100	1016
• No	360 1376	0	1016
f you weren't able to complete your visit, please select the option hat best describes your difficulty. unswer Choices		Responses	Percenta
Bad link Content wasn't easy to understand		17	48.57
Content wasn't easy to understand Could not find what I was looking for		0	0.00
• Error on page		0	0.0
Multimedia / technical problem		0	0.0
Outdated information Other		18	51.4
Other otal		35	10
Nould you still return to this website if you could get this nformation or service from another source?			85.
nswer Choices	Responses	Points	Sco
• Yes	1180	100	1180
• No	196	0	
otal	1376		1180
	1376		
Will you recommend this website to a friend or colleague?		Points	77.2
Will you recommend this website to a friend or colleague?	Responses	Points 100	77.2 Sco
Will you recommend this website to a friend or colleague? Answer Choices • Yes • No	Responses 1063 313		77.2 Scc 1063
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